

FIG. 1

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Business Rule Manager - Microsoft Internet Explorer provided by Network Associates

Enabled Disabled Both

Sorted By Module      Page 1 of 2 (37 records)

Name	Enabled	Module	Method	Description
Notify Assign To On Ticket Creation	No	Help Desk	Create	Notify the Assign To
Notify Group On Ticket Creation	No	Help Desk	Create	Notify a Group of non
Notify Old Assign To On Assignment Change	No	Help Desk	Update	Notify the Assign To
Notify Client On Ticket Close	No	Help Desk	Update	Notify Client when tick
Notify Client On Ticket Creation Close	No	Help Desk	Create	Notify Client when tick
Notify Client On Ticket Close	No	Help Desk	Update	Notify Client when tick
Notify Assign To On Ticket Re-Open	No	Help Desk	Update	Notify the Assign To
Notify Client On Ticket Re-Open	No	Help Desk	Update	Notify Client when tick
Notify Assign To On Ticket Follow-Up	No	Help Desk	Update	Notify Assign To or For
Notify Email Designer On Ticket Open/No E	No	Help Desk	Create	Notify email designer of
Notify Client On Ticket Created Close	No	Help Desk	Create	Notify client of ticket cr
Notify New Assign To On Assignment Change	No	Help Desk	Update	Notify the new Assign
Example Time Based Escalation - Silver - 1st Alert (Help Desk)	No	Help Desk	Create, Update	1st warning Silver In
Example Time Based Escalation - Silver - 2nd Alert (Help Desk)	No	Help Desk	Create, Update	2nd Warning Silver In
Example Time Based Escalation - Silver - 3rd Alert (Help Desk)	No	Help Desk	Create, Update	3rd warning Silver In
Example Time Based Escalation - Silver - Critical Alarm (Help Desk)	No	Help Desk	Create, Update	Critical Alarm Silver In
Example Time Based Escalation - Silver - Overdue Alarm (Help Desk)	No	Help Desk	Create, Update	Overdue Alarm Silver In
Open Call From Email	No	Mail Listen	Create	Open a Helpdesk tick
Close Call From Email	No	Mail Listen	Create	Close Call From Email
Update Problem From Email	No	Mail Listen	Create	Update the description

ET GREY: TRAINING      Local intranet

FIG. 2

Business Rule Manager - Microsoft Internet Explorer provided by Network Associates Inc

Business Rule: Notify Client On Ticket Close      Enabled

Description

Notify client when ticket is closed

Revision History

Rule created during media installation

Enter Revision History

Information      Local intranet

FIG. 3

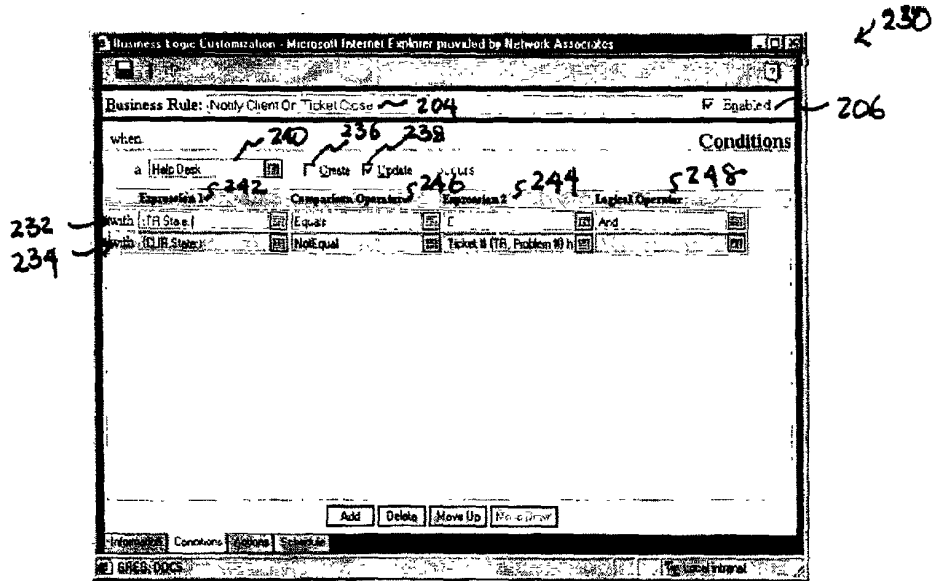


FIG. 4

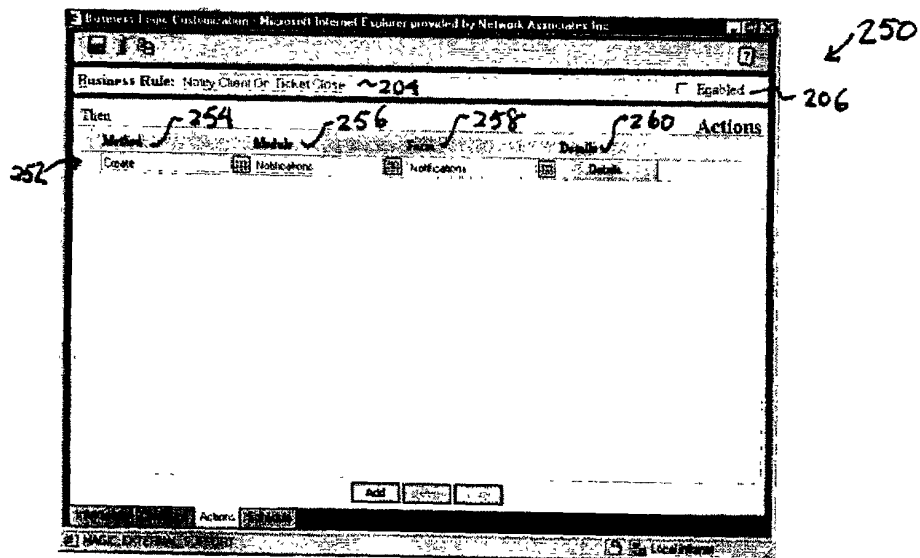


FIG. 5

Business Rule: [Nony Client On Ticket Close] ☐ Enabled

When to run this rule Schedule

☒ Immediately ~272 Data Expression Builder

☐ At a later time ~274 276 278

STARTING AT ~280 Data/Type with Hour Minutes Seconds

REPEAT INTERVAL ~284 Hours Minutes Seconds

TIMES TO REPEAT ~286 Times ~288

☐ Infinitely ~290

Work Schedule ☒ ~292

Time Zone ☐ ~294

Schedule

FIG. 6

Expression Builder -- Web Page Dialog

OK Cancel Clear Help

(TR, State:)

FIG. 7

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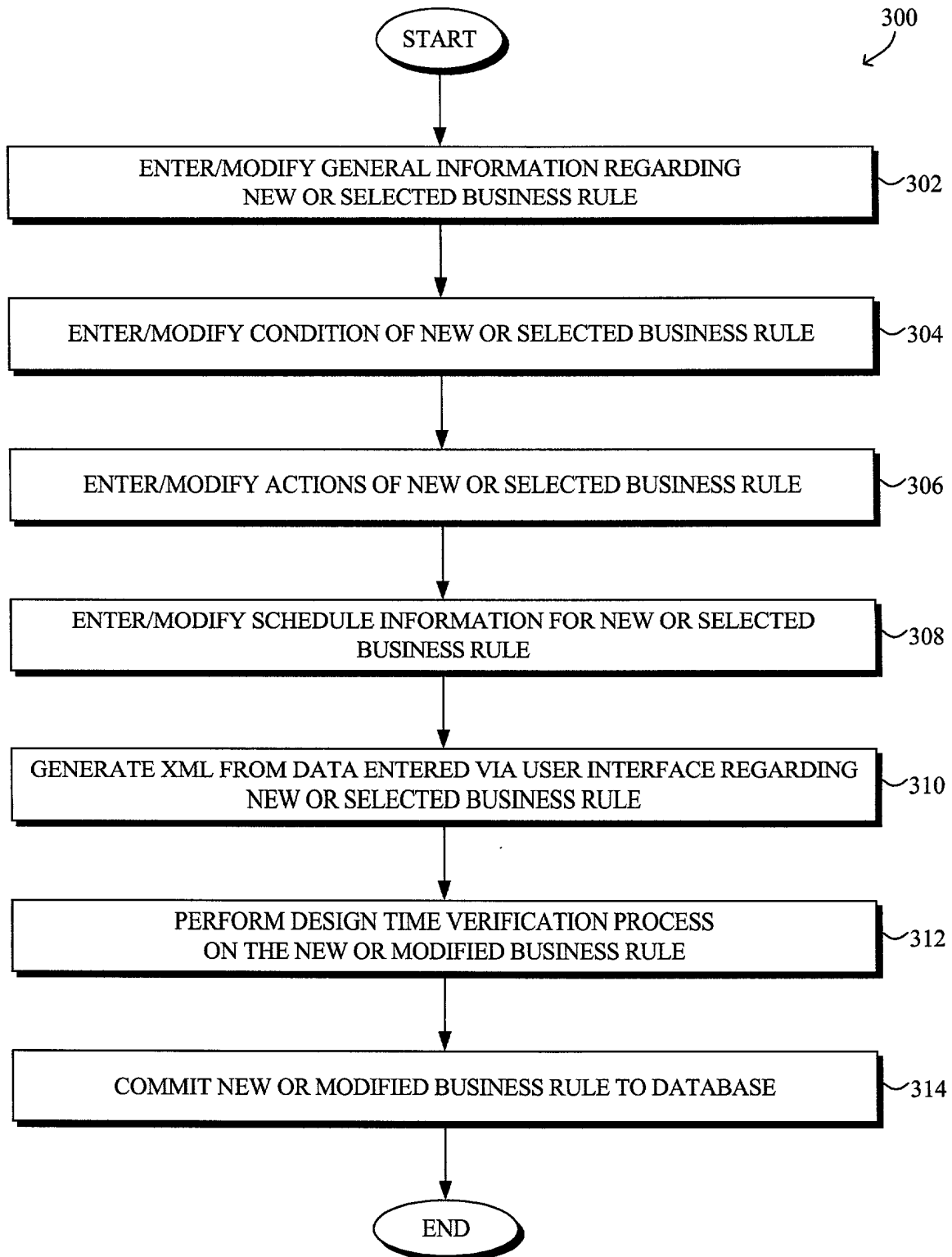


FIG. 8

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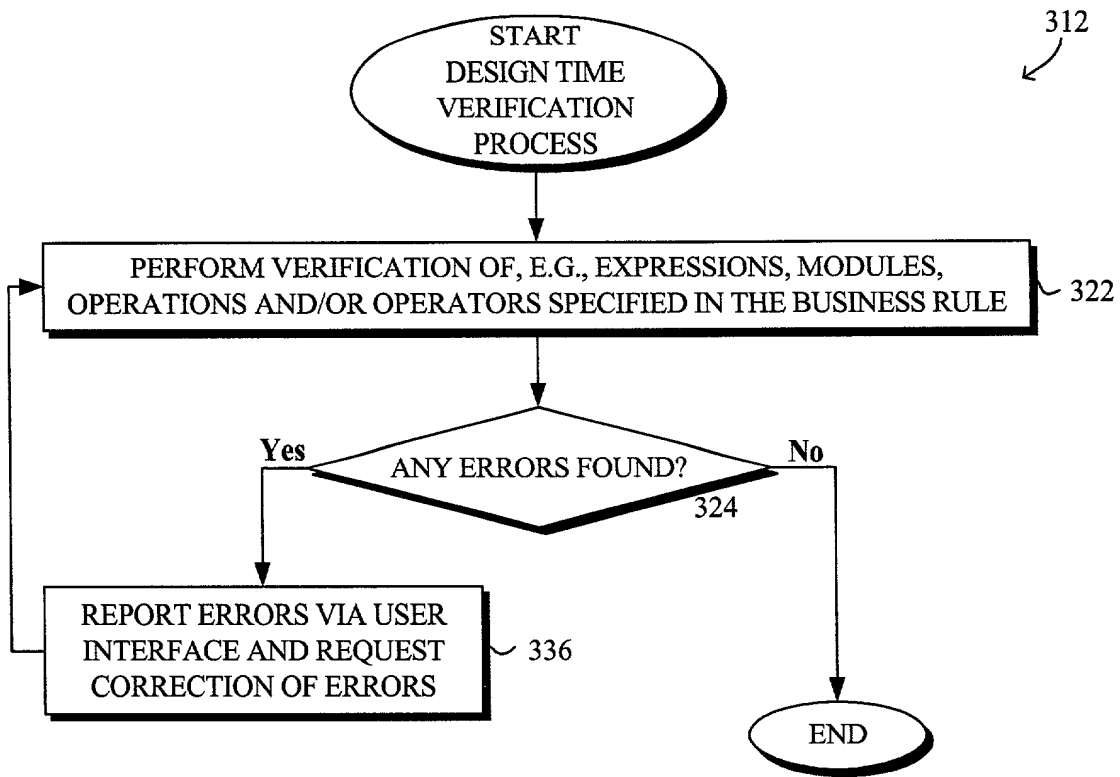


FIG. 9

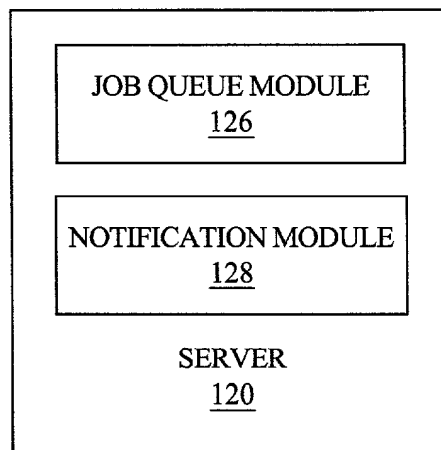


FIG. 10

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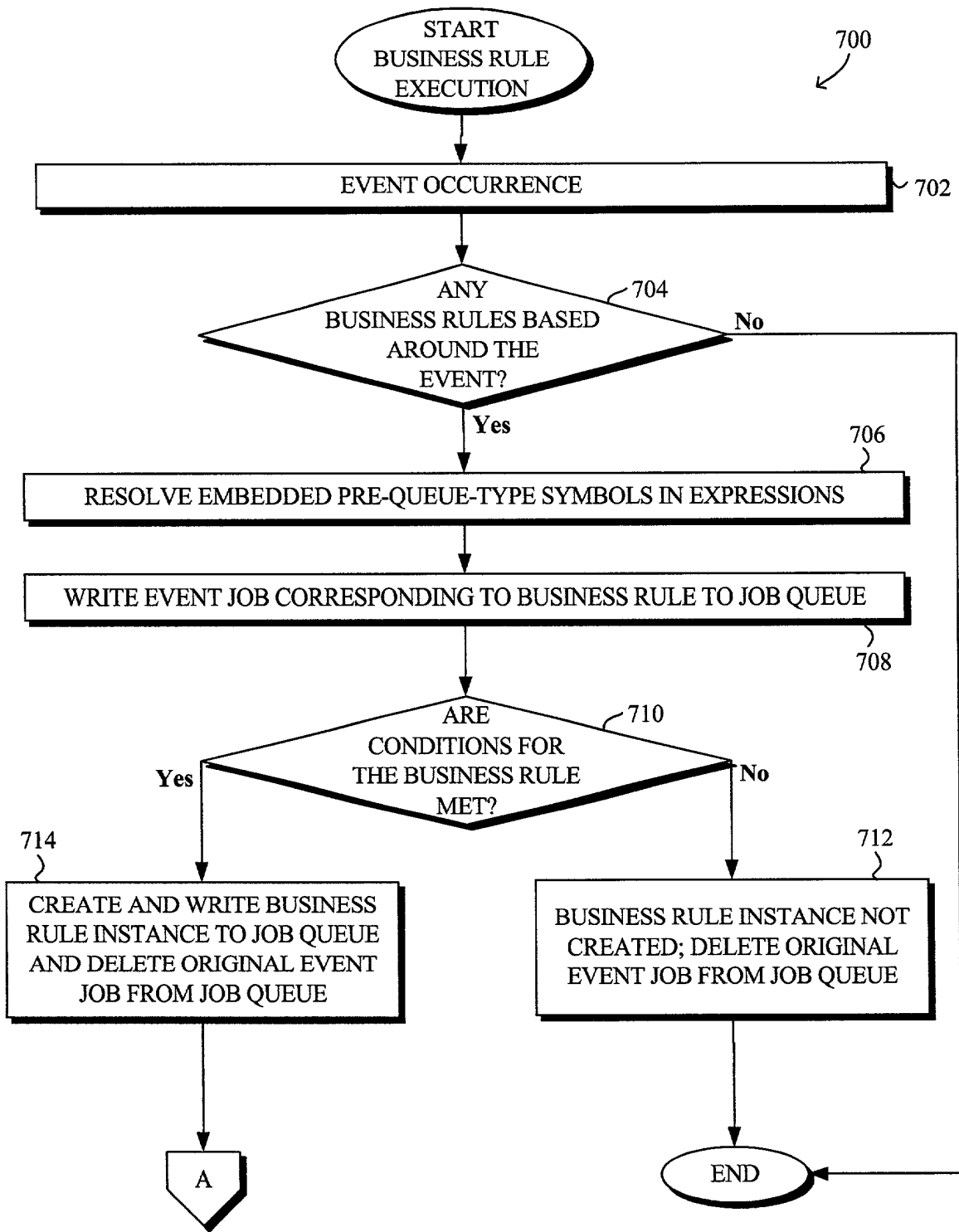


FIG. 11A

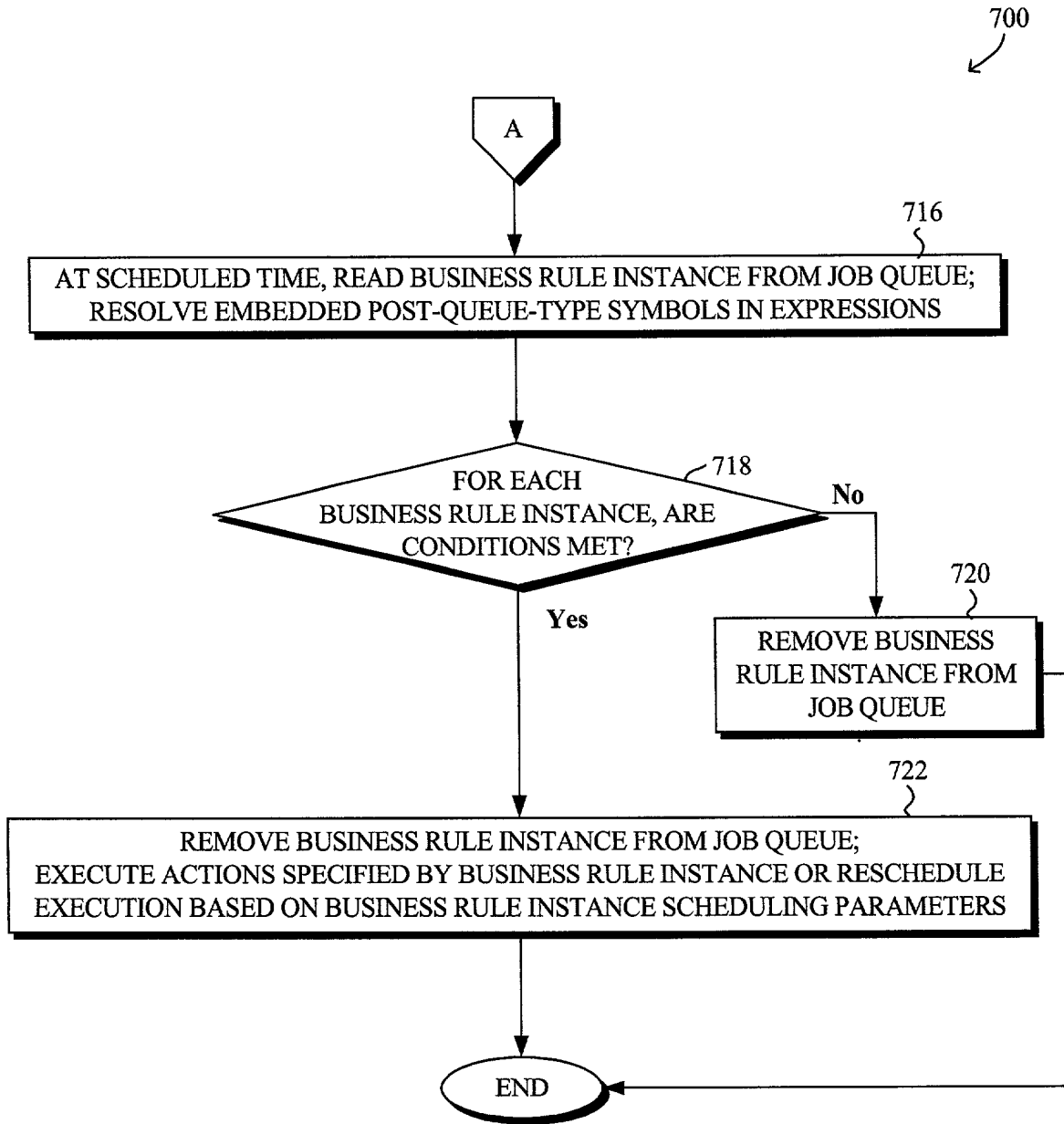


FIG. 11B



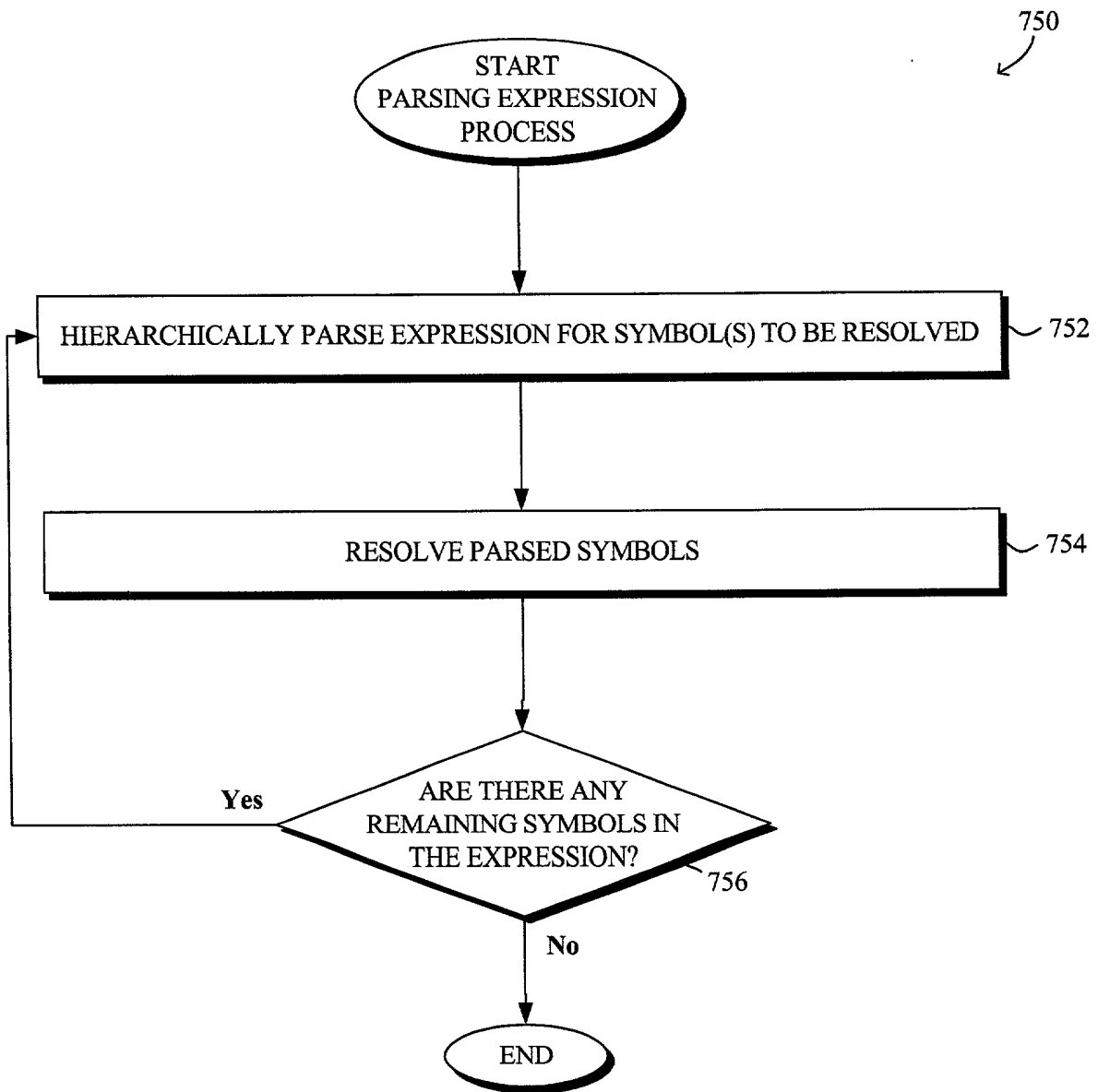


FIG. 12

1001 1003 1005 1007 1009 1011 1013 1015

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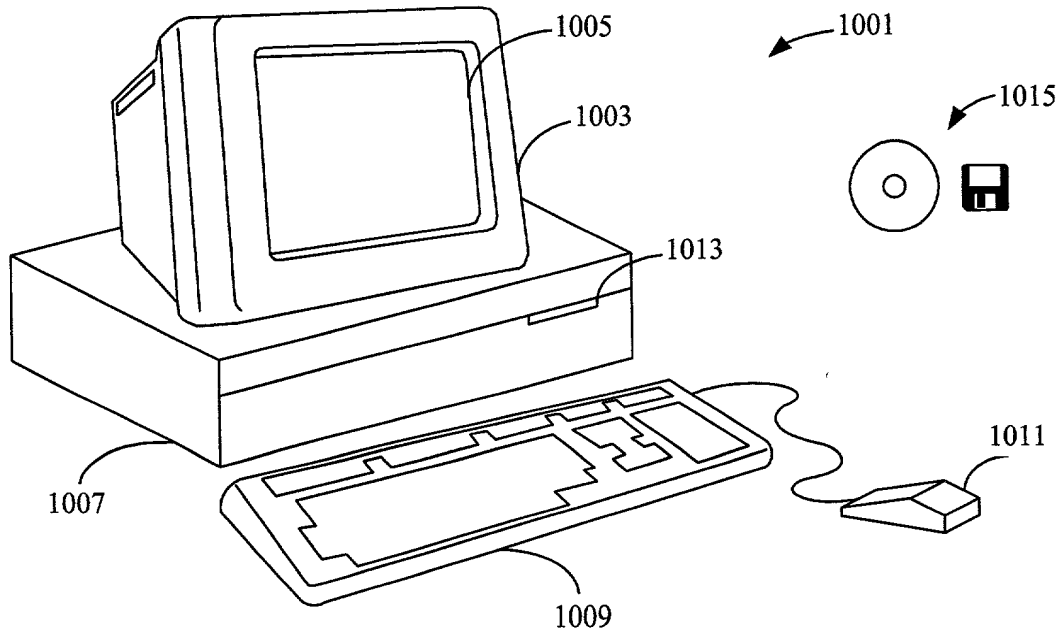


FIG. 13

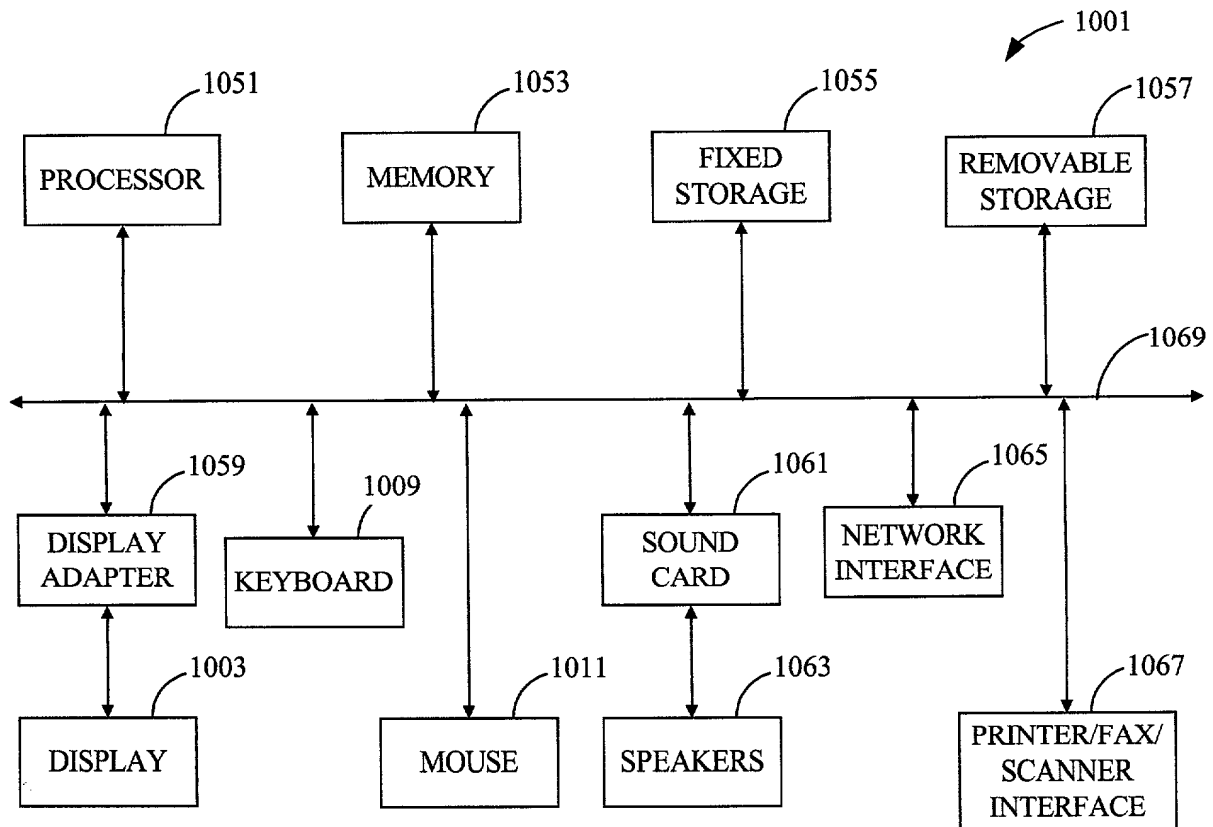


FIG. 14